

INFORMATION DISSEMINATION POLICY STATEMENT

EFFECTIVE DATE: February 6, 2006

Subject: Use of Electronic Postings to Communicate Administrative Information and Announcements to the Federal Depository Community and Others

This policy establishes conditions under which postings via various electronic communication mechanisms are used to communicate administrative information and announcements to Federal depository library staff and others with an interest in GPO's information dissemination programs.

Posts to electronic discussion lists on sensitive issues or those likely to generate press coverage must be cleared through the Office of Public Relations and/or the Office of Congressional Affairs. The Office of Public Relations should be informed of announcements for new services and products prior to their posting to electronic discussion lists.

Background

The Internet, e-mail, and innovative applications have brought new methods for GPO to communicate expeditiously with Federal depository library staff and others interested in ID's information dissemination programs. The online "connected" environment has raised the level of expectations and redefined responsiveness to require more immediate communications.

Administrative Notes is no longer the most effective or preferred means to convey timely information about new or revised policies and procedures, publicize new services, make announcements pertaining to operational matters, or address questions from the depository library community.

In addition to Administrative Notes and the Technical Supplement (ANTS), GPO makes announcements via GPO-FDLP-L, posts announcements and answers to various electronic discussion lists, answers questions submitted through askGPO¹, and sends Really Simple Syndication (RSS) feeds of updates to the [FDLP Desktop](#) and What's New on the [GPO Access](#) home page.

¹askGPO is Information Dissemination's (ID) customer relationship management (CRM) and online help system. There are several components to this system: the knowledge base where questions and answers can be searched or browsed; the Ask a Question feature where users submit questions for ID staff to address; the My Account area that is specific to each end-user of the system; and the staff side that is used to answer questions as well as manage and maintain the various components.

Policy

GPO will use various electronic mechanisms to communicate with depository library staff, the broader depository community, and others interested in ID's information dissemination programs and services. All communications will be posted to GPO-FDLP-L and reformatted for inclusion in the askGPO knowledge base.

I. GPO-FDLP-L

- a. As all depository libraries should have at least one staff member subscribed to GPO-FDLP-L, this service is GPO's primary vehicle for communicating with the depository community.
- b. Information Dissemination management will review all messages prior to posting to GPO-FDLP-L:
 - Policy-related postings will have the approval of the Superintendent of Documents or the Director of Library Services and Content Management.
 - Operational or other non-policy postings will have the approval of the appropriate director: Library Planning & Development, Library Technical Information Services, Collection Management & Preservation, or Library Services and Content Management.
- c. Posts on sensitive issues or those likely to generate press coverage must be cleared through the Office of Public Relations and/or the Office of Congressional Affairs.
- d. All GPO-FDLP-L announcements will be reformatted for inclusion in the askGPO knowledge base. Deadline reminders are exceptions.

II. askGPO

- a. ID staff will reply directly to questions that are submitted to the GPO Customer Contact Center through [askGPO](#).
- b. Responses to incidents that are suitable for inclusion in the askGPO knowledge base will be edited appropriately with any personal or institutional information removed, and incorporated. Exceptions include, but may not be limited to, PURL redirects, corrections to records for typographical errors, password requests, and any incident that applies to a specific situation in a library. Operational units will determine exceptions.
- c. Posts to GPO-FDLP-L and community-administered discussion lists will be reformatted for inclusion in the askGPO knowledge base. Deadline reminders are exceptions.

III. Really Simple Syndication (RSS) Feeds

- a. FDLP Desktop

- New content added to the FDLP Desktop is listed in “News and Updates” on the Desktop home page.
- RSS feeds are sent to subscribers when additions are made to “News and Updates”.

b. *GPO Access*

- New databases, services, or publications of high public interest added to *GPO Access* are announced in “What’s New”.
 - RSS feeds are sent to subscribers every time a new product announcement is added to “What’s New”.
- c. RSS feeds are short statements. They will be reformatted, expanded, and reviewed for posting on GPO-FDLP-L.
- d. Additional RSS feeds will be created as needed. They will be subject to III.c. of this policy.

IV. FDLP-Directors-L

- a. This announcement service list was established for depository library directors or their designee. Their participation is voluntary, not required. The list is closed and all subscription requests must be approved.
- b. GPO will use FDL-Directors-L to post:
- Announcements of significant information that is likely to be of high interest to directors
 - Information that is also available to depository coordinators through GPO-FDLP-L
- c. Posts to the list will be made only with the approval of the Director of Library Services and Content Management or the Superintendent of Documents.
- d. FDL-Directors-L is to be used sparingly so directors are not overburdened or annoyed.

V. Community-administered Electronic Discussion Lists (EDLs)

- a. GPO will post messages to EDLs:
- To announce new services or products available on *GPO Access*;
 - When seeking comments or feedback from beyond the Federal depository community;
 - When the content is of interest to the broader library or other community; or
 - On behalf of agencies at their request.
- b. GPO will respond to queries and concerns posted to EDLs:
- To clarify erroneous information about Information Dissemination programs;
 - When discussion thread indicates there is a critical mass of interest;
 - When an official policy answer is required; and

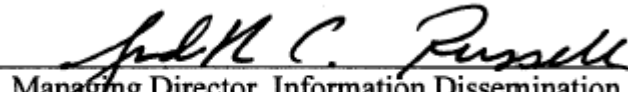
- When only GPO can answer the question, e.g., speculation about a survey release date, determining distribution status of a title.
- c. GPO will send query responses only to the EDL to which the question was posed.
- d. GPO or depository-related questions posted on EDLs to which GPO does not respond will be reviewed for inclusion in the askGPO knowledge base.
- e. Messages may be posted to multiple lists under the following circumstances:
 - Content is beyond the scope of FDLP operations;
 - Content is of interest to the broader library or other community; or
 - GPO is seeking comment from the broader library or other community;
- f. Information Dissemination management will review all messages prior to posting to an EDL:
 - Policy-related postings will have the approval of the Superintendent of Documents or the Director of Library Services and Content Management;
 - Operational or other non-policy postings will have the approval of the appropriate director: Library Planning & Development, Library Technical Information Services, Collection Management & Preservation, or Library Services and Content Management.
- g. Posts on sensitive issues or those likely to generate press coverage must be cleared through the Office of Public Relations and/or the Office of Congressional Affairs.
- h. All messages posted to electronic discussion lists by GPO will be reformatted for inclusion in the askGPO knowledge base.

Assumptions

- GPO will attempt to provide the best possible answer
- askGPO will be used to facilitate the posting process
- Posts will be added to the knowledge base
- Closed EDLs (like REGIONAL-L) or lists included with paid memberships will not be monitored
- Not all postings to community-administered EDLs will require a response from GPO
- A response will be posted within 24 hours; an acknowledgement or other intermediate message will be posted within 24 hours if a complete answer cannot be researched, written and reviewed within that time, and the complete answer will be posted as soon as possible.
- GPO may not have the resources to answer some questions to the satisfaction of the poster, e.g., a question relating to the classification or cataloging of an old publication to which we do not have access for research or verification.
- Posting policy will be reviewed regularly and revised as necessary

Application

This policy applies to all appropriate elements of Information Dissemination. The Managing Director, Information Dissemination (Superintendent of Documents) must authorize any exceptions to this policy.

Approved 
Managing Director, Information Dissemination
(Superintendent of Documents)